



National Finance Center Customer Notification

Date of Notification: February 3, 2010

Subject: BMC Remedy Service Desk

Database/Customer(s) Affected: *EmpowHR*

Dear Customer:

On Thursday, February 4, 2010, the Payroll/Personnel Call Center, the ***EmpowHR*** Help Desk, the WebTA Help Desk, and the Pay Technicians who support the U.S. Coast Guard will migrate to BMC Remedy Service Desk Version 7.1. BMC Remedy Service Desk is an ITIL-based application that supports effective tracking and resolution of incidents (issue reports and trouble tickets) and problems (Software Problem Reports for the legacy Payroll/Personnel System or Incident Reports for ***EmpowHR***, WebTA, and Coast Guard payroll issues). Using BMC Remedy will position NFC to deliver more effective and efficient management, tracking, and status reporting of customer contacts.

As part of this effort, these help desks will build and use employee profiles to ensure consistent identification of customers who contact us. When they contact one of these help desks, customers will be asked:

- First and Last Names
- Department
- Agency/Bureau
- Government telephone number

"Tip of the Week"

The EmpowHR Help Desk, Payroll/Personnel Call Center and WebTA Help Desk accept calls from established Human Resource (HR) office contacts. Employees should contact their agency authorized Human Resources Office for all issues related to Pay, Leave, Benefits, W2 and TSP.

- Government e-mail address and
- Personnel Office Identifier, in some cases.

Clients who have previously contacted us and are familiar to NFC will be asked for this identifying information. Since providing this information will be new to many customers, we ask that you alert your Servicing Personnel Offices and other staff who contact these NFC help desks that they will be asked for detailed identifying information.

If you have any questions regarding this notification, please contact the NFC Payroll/Personnel Call Center at 1-504-255-4630, the **EmpowHR** Help Desk at 1-888-367-6955, the WebTA Help Desk for designated USDA and HUD clients at 1-888-265-8369, or the Coast Guard Pay Tech Desk at 1-504-426-1668.

NFC will provide information regarding the migration plan for the CLER Help Desk, the DPRS Help Desk and the ABCO/ABCO Claims Help Desks once plans are finalized.

JF/M5-10-017/021

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